



DEPARTMENT OF THE NAVY

U.S. NAVAL SUPPORT ACTIVITY

PSC 817, BOX 1

FPO AE 09622-1000

NAVSUPPACT NAPLES INST 1740.2

NOOE

15 MAR 2004

NAVSUPPACT NAPLES INSTRUCTION 1740.2

From: Commanding Officer, U.S. Naval Support Activity, Naples, Italy

Subj: U.S. NAVAL SUPPORT ACTIVITY (NAVSUPPACT), NAPLES, ITALY, SPONSOR PROGRAM

Ref: (a) OPNAVINST 1740.3A  
(b) MILPERSMAN 1740-010

Encl: (1) Sponsor Assignment Form  
(2) Commanding Officer's Welcome Aboard Message  
(3) Commanding Officer's Welcome Aboard Letter  
(4) Command Sponsor Coordinator Welcome Aboard Letter  
(5) Prospective Gain Questionnaire  
(6) Sponsor Program Evaluation Form  
(7) Sponsor Guidelines  
(8) Sample Sponsor Letter

1. Purpose. To set forth the guidelines for implementation of the sponsor program per references (a) and (b).

2. Cancellation. NAVSUPPACT NAPLES INST 1700.2H.

3. Background. Reference (a) requires every Navy command to maintain an effective sponsor program. The NAVSUPPACT Naples Sponsor Program has been designed to ensure that all newly assigned personnel receive a personalized welcome and assistance in relocating to their new command. An effective sponsor program will contribute directly to the reduction of the anxieties normally associated with a Permanent Change of Station (PCS) move. It is important to the well-being and morale of personnel assigned to this command that there be empathic assistance provided by sponsors genuinely interested in the personal and cultural adjustment of new arrivals. As part of the sponsor program, training is provided to designated sponsors to equip them with the information necessary to accomplish their responsibilities.

4. Policy. Assignment of division sponsors will not be delegated below Department Head/Division Officer level. The sponsor program is of sufficient importance at this command that positive, as well as negative, performance as an assigned sponsor may be noted in fitness reports and enlisted evaluations. The NAVSUPPACT Naples Sponsor Program will be under the cognizance of the Command Sponsor Coordinator as a part of the Administration Department. The Command Sponsor Coordinator will be a senior enlisted appointed by, and reporting directly to, the Command Master Chief.

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a. The Command Sponsor Coordinator will have:

- (1) A clear record with evidence of sustained good performance, perseverance, and problem-solving ability.
- (2) A highly positive attitude toward the command, its personnel, and the local area.
- (3) Enthusiasm for meeting and helping people.

5. Action. To accomplish this program, the following responsibilities are assigned:

a. The Command Master Chief will have overall responsibilities for the Command Sponsor Program. He will select the Command Sponsor Coordinator with the concurrence of the Commanding Officer.

b. The Command Sponsor Coordinator, upon notification of incoming personnel, will:

- (1) Contact NAVSUPPACT Naples Manpower Division for verification of departmental assignment.
- (2) Prepare and forward the Sponsor Assignment Form (enclosure (1)) to the appropriate Department Head immediately upon receipt of orders for all prospective gains.
- (3) Maintain necessary automated database tickler file to track completion of key events to include:

(a) Transmission of Commanding Officer's welcome aboard message.

(b) Mailing of Commanding Officer's welcome aboard letter.

(c) Mailing of welcome aboard package.

(d) Identity of departmental sponsor.

(e) Mailing of departmental sponsor letters.

(f) Anticipated arrival date of prospective gain.

(g) Record of any correspondence with prospective gain.

(4) Prepare the Commanding Officer's welcome aboard message (enclosure (2)) for release by the Administration Department within three working days of receipt of orders.  
NOTE: This requirement is only necessary when a prospective gain will detach within a short time frame (approximately 2 months) due to last minute orders.

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(5) Prepare, process, and mail the Commanding Officer's welcome aboard letter (enclosure (3)).

(6) Mail a welcome aboard package to prospective gains within three working days of receipt of orders. The welcome aboard package will contain the following:

(a) NAVSUPPACT Naples Welcome Aboard book.

(b) Letter from Command Sponsor Coordinator (enclosure (4)).

(c) Self-addressed, stamped envelope.

(d) Prospective Gain Questionnaire (enclosure (5)).

(e) Child Development Home Program Information.

(7) Maintain an adequate supply of welcome aboard packages and conduct frequent reviews to ensure the accuracy of information.

(8) Distribute sponsor program evaluation form (enclosure (6)) during Area Orientation and at the three-month mark of the prospective gain's arrival. Provide results to the Command Master Chief on a monthly basis.

c. Department Heads/Division Officers will:

(1) Appoint sponsors, per established guidelines, upon receipt of notification from Command Sponsor Coordinator. Information concerning sponsors will be annotated on the notification form and returned to the Command Sponsor Coordinator within three working days of receipt.

(2) Select sponsors using the following qualification criteria to the maximum extent:

(a) Same marital status and, if possible, equal pay grade of prospective gain. In the event that a sponsor cannot be of equal pay grade, one above or one below may be appointed (sponsorship for E-7 and above will be of equal or higher pay grade).

(b) Positive attitude towards the Navy and duty in Naples, Italy.

(c) Familiarity with command and local area. A member must have been on board for a minimum of six months and be scheduled to remain on board the command for at least three months after the arrival of the prospective gain.

(d) Individuals scheduled to transfer should not be assigned as sponsors for their own relief.

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(e) Scheduled leave or TAD will not interfere with duties as a sponsor. If circumstances arise which require a sponsor's absence after assignment (i.e., emergency leave), a replacement will be assigned and the Command Sponsor Coordinator notified via e-mail of such changes.

(3) Provide sponsors adequate time to assist newcomers in making a smooth transition to the new area.

d. Designated sponsors will:

(1) Attend Fleet & Family Support Center sponsor training (no more than six months prior to arrival of the prospective gain).

(2) Be familiar with the command and its mission.

(3) Be familiar with policies and procedures contained in this instruction and guidelines set forth in enclosure (7).

(4) Know locations and services offered by all area support organizations (Naval Hospital, Branch Medical and Dental Clinics, Housing Office, Personnel Support Detachment, etc.).

(5) Prepare a letter for prospective gain similar to that contained in enclosure (8). This letter is to be mailed within three working days of assignment as a sponsor. Letters can be mailed through the Administration Department to allow use of official postage. A copy of this letter will be forwarded to the Command Sponsor Coordinator for inclusion in the files.

(6) Be prepared to respond promptly to all requests for additional information or assistance. Use of e-mail, DSN telephones, and fax machines at government expense is authorized and encouraged to facilitate prompt response to questions.

(7) Be available to assist the new arrival with check-in procedures, familiarization with the immediate area and base facilities during the first few days after their arrival.

e. Fleet and Family Support Center will:

(1) Conduct sponsor training monthly (first Friday of every month) or more frequently as needed and provide training completion data to the Command Sponsor Coordinator.

(2) Provide detailed and comprehensive sponsor information packets, as well as, welcome aboard packages.

  
D. J. FREDERICK

Distribution: NAVSUPPACT NAPLES INST 5216.4W  
Lists: I & II

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Sponsor Assignment Form

From: Command Sponsor Coordinator  
 To: \_\_\_\_\_ Department Head  
 Subj: PROSPECTIVE GAIN SPONSOR ASSIGNMENT  
 Ref: (a) NAVSUPPACT NAPLES INST 1740.2

1. PO1 John Doe is in receipt of orders to report aboard during the month of July 200X and is tentatively scheduled to be assigned to your department. Per reference (a), request you provide a sponsor for this prospective service member from the Qualified Sponsor List (enclosure (1)).
2. Enclosure (2) should be provided to the assigned sponsor to assist him in welcoming our new shipmate.
3. The endorsement below should be completed and returned to the Command Sponsor Coordinator within three (3) working days after receipt of this letter.

//s//

-----  
 From: \_\_\_\_\_ Department Head  
 To: Command Sponsor Coordinator

1. The following member of my department is designated as the sponsor for PO1 John Doe:

Rank: \_\_\_\_\_ Division: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Email: \_\_\_\_\_

\_\_\_\_\_  
 (Signature)

\_\_\_\_\_  
 (Date)

Enclosure (1)

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Sample Commanding Officer's Welcome Aboard Message

FM NAVSUPPACT NAPLES IT

TO TRANSFERRING COMMAND

BT

UNCLAS //NO \_\_\_\_\_//

MSGIB/GENADMIN/NSA NAPLES IT//

SUBJ/BUPERS ORDERS ICO

//

REF/A/DOC/NAVPERS 15559B//

REF/B/DOC/NAVPERS 15909G//

REF/C/DOC/OPNAVINST 1740.3A//

NARR/REF A IS OFFICER TRANSMAN, REF B IS ENLISTED TRANSMAN, REF C IS COMMAND SPONSOR AND INDOCTRINATION PROGRAM INSTRUCTION.

RMKS/1. PASS TO \_\_\_\_\_. IF SNM HAS DETACHED, REQ PASS TO INTERMEDIATE DUTY STATION.

2. CONGRATULATIONS ON YOUR ORDERS TO NAVAL SUPPORT ACTIVITY, NAPLES, ITALY. OUR MISSION IS TO PROVIDE SUPPORT TO VISITING AND HOMEPORTED SIXTH FLEET UNITS; REGIONAL HEADQUARTERS, ALLIED FORCES SOUTHERN EUROPE (NATO); AND SHORE-BASED PERSONNEL IN THE NAPLES/GAETA AREA. I THINK YOU WILL FIND YOUR UPCOMING TOUR OF DUTY NOT ONLY CHALLENGING, BUT ALSO VERY REWARDING.

3. ALL ENTITLEMENTS WILL BE FOR NAPLES, ITALY, OR SOME OTHER DESIGNATED AREA IF YOU ELECT AN UNACCOMPANIED TOUR. CHECK WITH YOUR PERSONNEL/DISBURSING OFFICE FOR PROPER ENTITLEMENTS.

4. BENVENUTI A NAPOLI (WELCOME TO NAPLES)! YOU ARE ABOUT TO ENTER INTO A PROFESSIONALLY DEMANDING AND GRATIFYING TOUR. THE NAPLES REGION AND THE NAPLES AMERICAN COMMUNITY ARE CURRENTLY UNDERGOING THE LARGEST QUALITY OF LIFE IMPROVEMENT PROJECT IN EUROPE. THIS MEANS THAT DURING YOUR TOUR, YOU WILL WITNESS SOME EXCITING CHANGES. NEW GOVERNMENT QUARTERS HAVE BEEN BUILT IN ADDITION TO NEW ELEMENTARY AND HIGH SCHOOLS. NEW COMMISSARY AND EXCHANGE FACILITIES ARE CURRENTLY UNDER CONSTRUCTION AND PLAN TO BE OPENED IN 2005. IN SHORT, THE ENTIRE STRUCTURE OF THE MILITARY COMMUNITY IN NAPLES IS CHANGING FOR THE BETTER.

5. CAREFUL CONSIDERATION IS GIVEN TO ANY MEDICAL PROBLEMS ASSOCIATED WITH THE SERVICEMEMBER AND FAMILY MEMBERS BEFORE THEY ARRIVE. PER REFS (A) AND (B), YOU AND ALL ACCOMPANYING FAMILY MEMBERS MUST COMPLETE AN OVERSEAS SCREENING (OSS) WITHIN 15 DAYS OF RECEIPT OF ORDERS. RESULTS OF THE OSS MUST BE FORWARDED TO

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THE APPROPRIATE RECEIVING COMMAND. IN ADDITION, PLEASE FORWARD FAMILY COMPOSITION AND NAMES OF ACCOMPANYING FAMILY MEMBERS, CURRENT MAILING ADDRESS, AND COMMAND PHONE NUMBERS (DSN, COMM, AND FAX).

6. THE FOLLOWING INFORMATION IS PROVIDED TO ASSIST IN THE OSS PROCESS. PATIENTS WITH ASTHMA OR RESPIRATORY AIRWAY DISEASE (RAD) USUALLY EXPERIENCE A WORSENING OF THEIR CONDITION IN THIS AREA DUE TO MOLD, MILDEW, DUST, AND OPEN BUTANE HEATERS. WHEN COMPLETING THE OSS, PLEASE PROVIDE CLEAR AND CONCISE HISTORY OF YOUR AND/OR YOUR DEPENDENTS' HEALTH CONDITIONS INCLUDING MEDICATIONS, FREQUENCY OF USE, PREVIOUS USE OF STEROIDS, AND HISTORY OF EMERGENCY CARE OR HOSPITALIZATION. FACILITIES ARE NOT AVAILABLE FOR FAMILY MEMBERS WHO REQUIRE ONGOING ACCESS TO CARE FOR CONDITIONS OF EMOTIONAL, PSYCHOLOGICAL, AND SOCIAL INSTABILITY. THE FOLLOWING IS AN EXAMPLE OF CONDITIONS THAT ARE POTENTIALLY DISQUALIFYING:

A. CHILDREN ON RITALIN OR OTHER MOOD-ALTERING MEDICATION. FOR THESE PATIENTS, PLEASE PROVIDE FULL DISCLOSURE INCLUDING STAGE OF PSYCHOLOGICAL COUNSELING AND CURRENT SCHOOL INTEGRATION.

B. LEVEL III RECOVERING ALCOHOLICS WHO HAVE NOT COMPLETED 12 MONTHS OF AFTERCARE.

C. PRESCHOOL/SCHOOL AGE CHILDREN WITH SPECIAL EDUCATION REQUIREMENTS OR DEVELOPMENTAL DELAYS.

D. EXCEPTIONAL FAMILY MEMBERS.

E. PATIENTS WITH HISTORY OF TREATMENT FOR SUICIDE ATTEMPTS, MAJOR DEPRESSION OR DEPRESSIVE EPISODES, OR HOSPITALIZATION FOR DEPRESSION OR CHRONIC ANXIETY DISORDERS.

F. DIABETES, UNCONTROLLED HYPERTENSION, OR CARDIOVASCULAR DISORDERS REQUIRING SPECIALTY CARE.

G. UNRESOLVED BUNION PROBLEMS, OR ANY CONDITIONS REQUIRING ONGOING TREATMENT, SUCH AS SURGICAL CORRECTION OR BIRTH DEFECTS OR INJURIES.

7. IT IS THE RESPONSIBILITY OF THE TRANSFERRING COMMAND TO REPORT ANY CHANGE IN SPONSOR OR DEPENDENT MEDICAL CONDITION OR OSS STATUS AFTER THE SCREENING IS COMPLETED AND PRIOR TO TRANSFER.

8. ALL QUESTIONS REGARDING MEDICAL SUITABILITY FOR OVERSEAS ASSIGNMENT TO NAVSUPPACT NAPLES IN THE CASE OF ACTIVE DUTY PERSONNEL AND ACCOMPANYING FAMILY MEMBERS SHOULD BE DIRECTED TO

**15 MAR 2004**

THE U.S. NAVAL HOSPITAL, NAPLES, VIA THE COMMAND SPONSOR  
COORDINATOR AT:

ADMIN DEPT (CMD SPONSOR COORD)  
NAVSUPPACT NAPLES  
PSC 817 BOX 1  
FPO AE 09622-0001

COMM: 39-011-081-568-4669/5218  
OVERSEAS DSN: 314-626-4669/5218  
FAX: 011-39-081-568-5393

9. THE COMMAND SPONSOR COORDINATOR WILL FORWARD YOU A COMMAND WELCOME ABOARD PACKAGE WITH INFORMATION ON NAVSUPPACT NAPLES AND LOCAL FACILITIES. IF YOU HAVE NOT RECEIVED A PACKAGE, CHECK WITH YOUR LOCAL FLEET AND FAMILY SUPPORT CENTER FOR THE SITES PACKAGE.

10. YOU WILL BE ASSIGNED A SPONSOR WHO WILL CONTACT YOU BY MAIL. ONCE A SPONSOR HAS CONTACTED YOU, WRITE AND/OR CALL AT YOUR EARLIEST POSSIBLE CONVENIENCE. OUR ADDRESS IS:

ADMIN DEPT (CMD SPONSOR COORD)  
NAVSUPPACT NAPLES  
PSC 817 BOX 1  
FPO AE 09622-0001

11. YOU MUST TRAVEL IN CIVILIAN ATTIRE. YOUR SPONSOR WILL MEET YOU AT THE AIRPORT. PLEASE KEEP US ADVISED OF YOUR TRAVEL PLANS/ITINERARY. REMEMBER THAT YOUR DEPENDENTS MUST HAVE A VISA TO ENTER ITALY. SEE YOUR ORDERS AND LOCAL PSD FOR INSTRUCTIONS.

12. IF YOU HAVE ANY QUESTIONS ABOUT YOUR DUTY STATION AND YOUR MOVE, YOU MAY WANT TO CHECK OUT THE NAVSUPPACT NAPLES WEB SITE AT [WWW.NSA.NAPLES.NAVY.MIL](http://WWW.NSA.NAPLES.NAVY.MIL) OR FEEL FREE TO CALL THE NSA NAPLES COMMAND SPONSOR COORDINATOR AT DSN: 314-626-4669, COMMERCIAL: 011-39-081-568-4669, OR E-MAIL: [NSASPONSOR@NSA.NAPLES.NAVY.MIL](mailto:NSASPONSOR@NSA.NAPLES.NAVY.MIL).

13. LOOKING FORWARD TO YOUR ARRIVAL AND JOINING THE NAVSUPPACT NAPLES TEAM. ARRIVEDERCI.

14. CAPT D. J. FREDERICK, NAVSUPPACT NAPLES COMMANDING OFFICER, SENDS.//

5 MAR 2004

1752

N00

JOHN Q. DOE  
ADDRESS

NAME,

Welcome aboard! As Commanding Officer, I am pleased to personally welcome you to U.S. Naval Support Activity, Naples, Italy. As the premiere Naval Support Activity in the Mediterranean theater, we provide support to visiting and homeported SIXTH Fleet units; Regional Headquarters, Allied Forces Southern Europe (NATO); and shore-based personnel in the Naples/Gaeta area. You can expect your tour to be exciting, challenging, and rewarding.

As for Naples itself, you couldn't ask for a more friendly or unique place to call home. Located on the west side of southern Italy on the Tyrrhenian Sea, Naples is a mixture of both old and new. Naples is a cosmopolitan city with a moderate climate and friendly people.

First and foremost, communication between you and the command will better enable us to ascertain what your specific needs will be and how we can best assist you in your transition to Italy. To that end, the following numbers are provided to facilitate contact between you and the command.

The NAVSUPPACT Naples Command Sponsor Coordinator:

Commercial Phone: 011-39-081-568-4669 or DSN: 314-626-4669.  
(there is a 6-9 hour difference from the continental United States depending your residence.)

E-mail: NSASponsor@nsa.naples.navy.mil

Your new address will be:

Rank/Rate Name  
PSC XXX Box XX  
FPO AE 09622-XXXX

Important phone numbers to NAVSUPPACT Naples:

NAVSUPPACT Naples Quarterdeck  
Commercial: 011-39-081-568-5547  
DSN: 314-626-5547

Enclosure (3)

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If you are transferring with family members, it is mandatory that they have "no fee" passports and visas in their possession prior to your transfer. You may obtain these passports and visas through your Navy Personnel Transportation Office or local Personnel Support Detachment (PSD). Although entry into Italy requires only a copy of PCS orders and military I.D. for the service member, I highly recommend you obtain a personal passport so you can enjoy the many benefits and travel opportunities associated with being stationed overseas. You may want to consider obtaining personal passports for your family members as well.

Overseas screening must be completed on you and any accompanying family members prior to your transfer. This may take some time, so be sure to plan accordingly. Contact your command Medical Department/Clinic well in advance to schedule your screening.

If you plan to bring house pets with you, there are several items to consider. Ask your Transportation Office to explain the specific requirements needed to ensure safe and legal passage for your small friend(s). You also should notify your sponsor of your intentions. This is very important, as the only kennel facilities available to in-transit families are located on the economy and the kennel fees are not reimbursable by the government. Prior notification could possibly help you avoid the necessity of paying kennel fees if your sponsor or someone else from your new command is willing to house your pet(s) for you. Be aware that Gricignano support site residents are limited to no more than two pet cats, and that dogs are not allowed. There are government parques located on the economy that do allow for pet dogs.

Using automated banking systems makes routine banking much easier and is strongly encouraged due to mail delays accompanied with being stationed overseas. There are Navy Federal Credit Union ATMs located at the Capodichino, Gricignano, and Agnano facilities, as well as a full service Navy Federal Credit Union located at Agnano.

Finally, I would like to again encourage you to make every possible effort to contact your sponsor or the U.S. Naval Support Activity Naples Command Sponsor Coordinator so we can get as much information as possible to help prepare for your arrival.

NAVSUPPACT NAPLES INST 1740.2

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Welcome Aboard! I look forward to meeting you in the near future. Arrivederci!

D. J. FREDERICK

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Sample Command Sponsor Coordinator Welcome Aboard Letter

Dear \_\_\_\_\_,

Congratulations on your orders to U.S. Naval Support Activity (NSA), Naples, Italy!

My name is \_\_\_\_\_, Command Sponsor Coordinator for NSA Naples. As the Command Sponsor Coordinator, my goal is to assist you in your transition and ensure a departmental sponsor is assigned to help make your transfer as smooth as possible.

Enclosed you will find your "Welcome Aboard Package" filled with information about NSA Naples, the surrounding area, and the services available here. You might also want to log on to our website at [www.nsa.naples.navy.mil](http://www.nsa.naples.navy.mil) and browse around. Our home page should familiarize you with our command and hopefully answer any questions you may have.

Also enclosed, you will find a questionnaire and a self-addressed, stamped envelope. Please take a couple of minutes to fill it out and send it back as soon as possible, or fill it out on-line by visiting the NSA Naples command website at [www.nsa.naples.navy.mil](http://www.nsa.naples.navy.mil). Go to Support Services, click on Sponsor e-mail, then click on NSA Naples. This form will enable us to better meet your needs with regards to your transfer.

Your sponsor should be contacting you shortly by letter, e-mail, or telephone. Should you not hear from anyone in a reasonable amount of time, please notify me. You may reach me via e-mail at [NSASponsor@nsa.naples.navy.mil](mailto:NSASponsor@nsa.naples.navy.mil) or by phone at DSN: 314-626-4669, commercial: 011-39-081-568-4669, or you can write to me.

My address is: Command Sponsor Coordinator  
NAVSUPPACT Naples  
PSC 817 Box 1  
FPO AE 09622-0001

If you have any further questions or concerns, do not hesitate to contact me. Again, welcome aboard.

Sincerely,

//S//

Enclosure (4)

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**Prospective Gain Questionnaire**

Command Sponsor Coordinator

U.S. Naval Support Activity, Naples, Italy

Please answer the following questions and return this form in the self-addressed, stamped envelope provided. Your prompt responses will allow your sponsor to better meet your needs during your upcoming transfer.

Date Completed: \_\_\_\_\_

1. My name and rate is: \_\_\_\_\_
2. I am: **married / single** (circle one)
3. I have \_\_\_\_\_ children.
  - a. My children are enrolled in the EFM Program: **Yes / No** (circle one).
  - b. My children are in \_\_\_\_\_ grade(s) in school.
4. I have **received / not received** a no-fee passport(s) and visa(s) for my dependents.
5. I have \_\_\_\_\_ pets. (Cat \_\_\_\_\_ Dog \_\_\_\_\_)
6. I am shipping a POV: **Yes / No** (circle one).
7. Upon arrival, I intend to live in: **government quarters / local economy** (circle one).
8. I am shipping \_\_\_\_\_ lbs of HHG and my express shipment was sent on: \_\_\_\_\_
9. My current contact phone number is: \_\_\_\_\_
10. My transfer date from my current command is: \_\_\_\_\_
11. A good phone number to contact me during leave/transit is: \_\_\_\_\_
12. I expect to arrive in Naples on or about: \_\_\_\_\_ via **government / commercial air** (circle one).
13. I have the following specific concerns / information about my upcoming transfer: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Please contact the NAVSUPPACT Naples Command Sponsor Coordinator (CSC) if you have any additional requests or questions regarding your pending transfer. The CSC can be reached at DSN (314) 626-4669. The commercial number is 39-081-568-4669. Remember that local time in Italy is EST +6. Thanks for your help!

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**Sponsorship Program Evaluation Form**

Command Sponsor Coordinator

U.S. Naval Support Activity, Naples, Italy

Please answer the following questions and return this form to the Command Sponsor Coordinator. Reflect upon the recent experiences of your transfer to Naples. Your honest responses will allow us to better meet the needs of those personnel coming in after you.

Date Completed: \_\_\_\_\_ Date Reported: \_\_\_\_\_ Dept: \_\_\_\_\_

1. (Optional) My name and rate is: \_\_\_\_\_

2. I received the following material prior to my arrival:

- a. Commanding Officer "Welcome Aboard" message: **Yes / No** (circle one)
- b. Command Sponsor Coordinator "Welcome Aboard" letter: **Yes / No**  
(circle one)
- c. Commanding Officer "Welcome Aboard" letter: **Yes / No** (circle one)
- d. Sponsor "Welcome Aboard" letter: **Yes / No** (circle one)
- e. "Welcome Aboard" package: **Yes / No** (circle one)

3. Prior to my arrival, my sponsor made and maintained contact with me:  
**Yes / No** (circle one)

4. Upon arrival, I was met by my sponsor: **Yes / No** (circle one)

5. My sponsor had made suitable lodging arrangements for me: **Yes / No**  
(circle one)

6. My sponsor was available to me for questions, problems, transportation, check-in, and general assistance until I was established: **Yes / No**  
(circle one)

7. My current contact phone number is: \_\_\_\_\_

8. I have the following comments/suggestions concerning the sponsorship program: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please contact the NAVSUPPACT Naples Command Sponsor Coordinator if you have any additional comments about your recent transfer. His/her phone number is DSN 626-4669 or commercial 081-568-4669. Thanks for your help!

Enclosure (6)

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### **Sponsor Guidelines**

1. Once initial communication has been established by the Command Sponsor Coordinator via the Commanding Officer's welcome aboard message and package, ensure any questions or concerns raised by the member are resolved in a thorough and timely manner.
2. Liaison via telephone and/or fax for further communication is encouraged; however, such communication is not to be used in lieu of initial message and Welcome Aboard package.
3. Ensure prospective gain is provided with all current information to make intelligent decisions on shipment of household goods, vehicles, housing, utility expenses, and travel.
4. Explain availability and restrictions of temporary lodging and particular entitlements to avoid unexpected financial expenses.
5. Serve as liaison between prospective gain and Housing Office, Personal Property Office, Post Office, Administration Department, and any other functions as necessary.
6. Meet and assist prospective gain and their dependents, if applicable, upon arrival in the airport terminal.
7. Transport accompanied personnel and their families to temporary lodging. If possible, accompany families to Navy Exchange for purchase of basic necessities, as necessary.
8. Accompanied personnel reporting on weekends or holidays will be contacted daily until first working day after reporting to determine whether they require any additional assistance.
9. Arrange for transportation of prospective gain to Personnel Support Detachment mass check-in on designated day.
10. Ensure prospective gain completes check-in with all appropriate check-in points.
11. If necessary, assist accompanied personnel from temporary lodging to permanent quarters.
12. Serve as continuing source of information and point of contact for prospective gain in dealing with civilian community and with service functions at NAVSUPPACT. Direct members seeking assistance to the appropriate authority.

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Sample Sponsor Letter

Dear \_\_\_\_\_,

Congratulations on receiving orders to U.S. Naval Support Activity, Naples, Italy.

As your sponsor, my role is to ensure your transfer is as smooth as possible. My name is ..... I look forward to working with you in ..... Department, which is where you will be assigned. Your LPO will be ..... and your LCPO will be ..... In order for me to offer you the best assistance possible, I will need some information from you:

1. How many dependents, if any, do you have and what are their names and ages? Will they be accompanying you on your arrival?
2. What are your travel and leave plans prior to reporting?
3. How can you be reached during this time?
4. Will you be traveling with pets?
5. Are there any special concerns you may have regarding your move?

If you are not familiar with overseas duty in Europe, I think you'll be unexpectedly surprised. You will find the Italian people are very friendly and the weather is usually hot in the summer and mild in the winter. If you have any further questions or concerns, you may reach me via e-mail: (LastnameFI)@nsa.naples.navy.mil or by phone at DSN: 314-626-XXXX, commercial: 011-39-081-568-XXXX

My address is:

PSC 81X Box X  
FPO AE 09622-XXXX

Your address will be the same and you may use it to forward your mail here.

Well, as we say in Italy, "Ciao" or "good-bye" for now. I look forward to working alongside you here at NAVSUPPACT Naples. Please, if you have any questions, just ask.

Sincerely,

Enclosure (8)